



**The Governor's Office of Equal Opportunity is pleased to sponsor:**

## **Conflict Management; Dealing with Difficult Situations**

**Workshop and Lecture Provided by  
Kate Otting, President, Interaction Management Associates**

The Governor's Office of Equal Opportunity will be sponsoring a brief workshop on conflict resolution options, prior to mediation. This session is to be presented by Kate Otting of IMA (Interaction Management Associates). The session will consist of a two-hour overview on conflict that can sometimes occur within the workplace and skills to resolve them. This workshop will consist of a mini-lecture and interactive exercises by attendees. The workshop is being provided specifically to benefit EEO Liaisons and Human Resources personnel within their agencies.

**Workshop Date:** March 18, 2008                      9:30 AM - 11:30 AM

**Location:** 1700 W. Washington (State Capitol), Executive Tower  
Governor's 2<sup>nd</sup> Floor Conference Room

**Registration:** The workshop is being provided free of charge. We encourage all EEO Liaisons, Human Resources personnel, and those who are responsible in this area to attend.

**Deadline:** Please RSVP to the GOEO at (602) 542-3711 or by responding to this e-mail by March 12, 2008.

**Additional Info:** The GOEO staff looks forward to assisting you.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting (602) 542-3711. Requests should be made as early as possible to allow time to arrange the accommodation.  
This document is available in an alternative format upon request.